HIOPOS plus

User Manual

ALLVAG

Before you connect, start or configure your new point of sale terminal,
please carefully read the User Manual

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Revision history

Version 2.10 - January 2011

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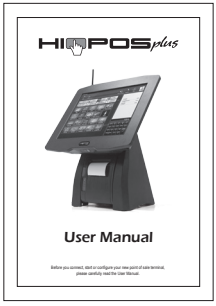
Box Content

Touch terminal with printer, customer display, Wifi

3 “ Thermal paper roll

Power supply cable



User Manual

Use License

Components identification

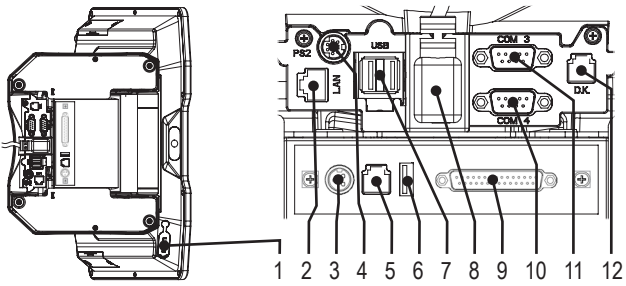
Front view

1. Wifi Antenna
2. 15" LCD TFT.
   Resistive Touch Screen
3. Blue illuminated logo indicates power on. Red illuminated logo indicates off-line terminal
4. Power Button
5. Button to change printer paper
6. Built-in printer

Rear view

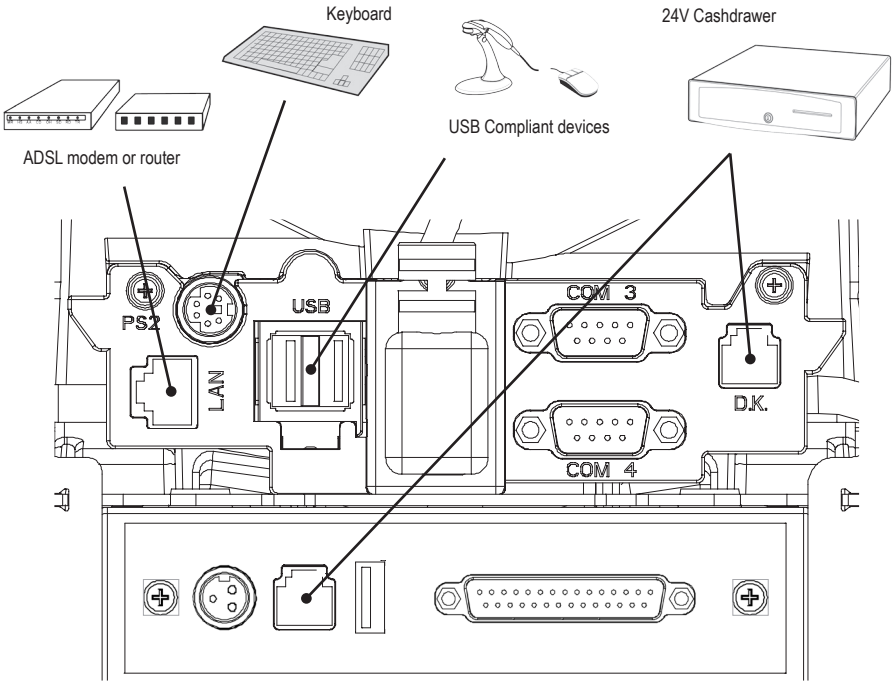
1. Wifi Antenna
2. Customer display

I/O connectors



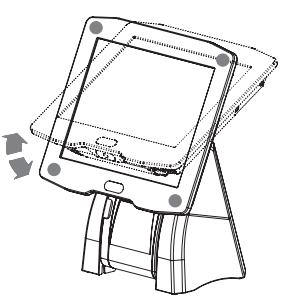
1. External USB port
2. LAN port (RJ-45)
3. Printer power
4. PS/2 keyboard port
5. 24V RJ-11 cash drawer port
6. Printer USB port
7. 2 USB ports
8. Power connector
9. Parellel port
10. COM4 port
11. COM3 port
12. 24V RJ-11 cash drawer port

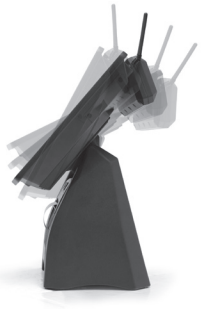
Connecting Peripheral devices



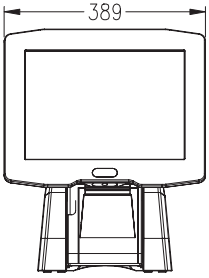
Tilt angle of the screen

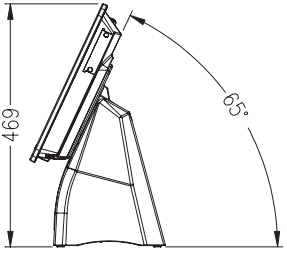
To adjust the screen angle, press firmly at the panel corners as indicated by the dots until reaching the desired working angle.

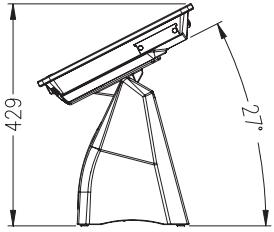




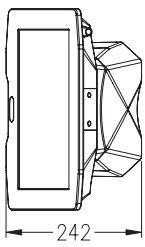
POS Dimensions



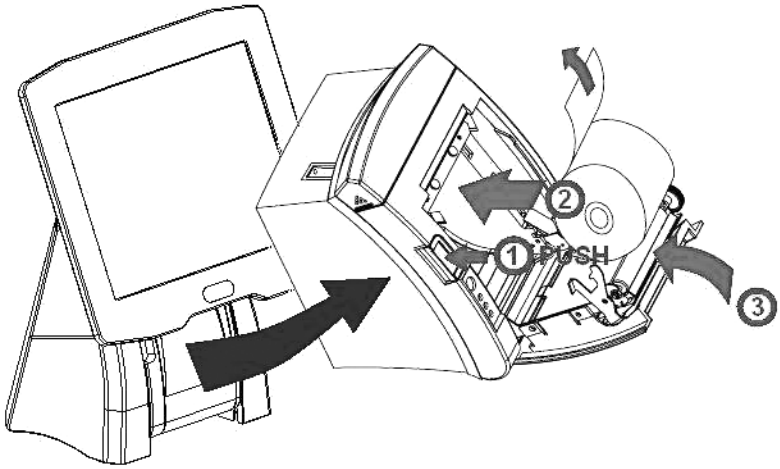




POS dimensions vary depending on the screen inclination



Inserting the thermal paper roll



1. Open the printer cover by pressing the release button.
2. Insert the paper roll as shown in the image on the right.
3. Leave a small part of the paper outside.

Caution:

A. Be sure to use only paper rolls that meet the printer specifications. Do not use paper rolls with the paper glued to the core because the printer cannot detect the paper end correctly.

B. Make sure the printer is not receiving data during the process of changing the paper roll.

C. Do not open the lid when the printer is running, this can cause damage.

D. Make sure the paper comes off the roll in the right direction.

HioPOS Configuration

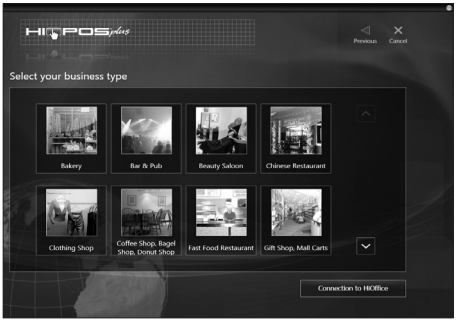
1. Database Creation

On this screen you can start a new installation or restore a previous backup.

Press ***"Start new installation"*** to start from the beginning.

2. Select your type of business

HioPOS offers you different types of business selections which helps you to automatically personalize your new Point of Sale. Choose the one that best fits with your business.



In the lower part of the screen there is a button to connect to the **HiOffice**.

3. Area selection, date and time settings

HioPOS is customized for your country. If your country has different taxes by areas, you should select your area.

Set the correct date and time.

4. Taxes Selection

HioPOS has automatically created the taxes. If you want to change them, please use this screen. Once you have finished, press ***"Continue"***.

Once you are finished, if you need to change this configuration, you can do it through the ***"Taxes"*** section in ***"Configuration"***.

5. General working selection

On this screen you have to select whether your sale prices include taxes or not.

You should also select if there is a different tax for the ***"Take Away"*** sales (take away sales or items sales which are not consumed at the establishment). This question will only appear if your business is a Hospitality business.

Once you are working, if you want to modify this configuration, you can do it through the "***Taxes***" section in ***"Configuration"***.

If you want **HioPOS** to automatically proposes you the tip when you finish a sale, you shoud enter the tip percentage at this point. This question will only appear if your business is a Hospitality business.

If you want to modify this setting later, you can do it through the ***"Configuration"***.

6. Currency Selection

HioPOS is already customized to work with your currency. If you also accept other currencies, you should select them from the list.

If at a later time you want to add another currency or delete one of the selected ones, you can do it through ***"Configuration"***.

If you have selected more than one currency, you should enter the exchange rate relative to your currency.

If at a later time you want to change these exchange rates, you can do it through ***"Configuration"***.

7. Devices Test

HioPOS has already configured the devices needed for it to work. From this screen you can test these devices or add new ones.

To test a device, select it and press ***"Test device"***.

In the button "***New device"*** you have available the list of the peripherals that **HioPOS** can work with. The peripherals that are shown by default are: ticket printer, display and cash drawers. There are also more devices that you can add by selecting them from the list in "***New device"***.

This screen is also available in the section "***Configuration"***.

8. Company Data Introduction

In this screen you should enter the data from your establishment. This data appears in the printed ticket, as you can see on the right part of the screen. **HioPOS** puts at your disposal three printout designs to choose from. You can test how they will appear printed by pressing ***"Print"***.

You can also have your logo appear in the printed tickets. To load the logo press on ***"Select logo"***.

Once you have finished the configuration process, you can access to this screen from the ***"Configuration"*** section to modify these data.

9. Payment means selection

In this screen you have to select the payment means that you accept when finishing a sale.

Once you have finished the configuration process, you can modify the selection by going to the ***"Configuration"*** section.

10. Users Creation

From this screen you can create all the Sellers from your establishment and give them different permissions and passwords.

The ***administrator*** user is created by default with all the permissions. It is important to store the assigned password in a safe place in order to prevent future access problems.

You can also configure the time clock control of the employees by assigning a password to each user. This will log the time they start and finish the working day. This functionality can also be done through one of the external devices that you can buy and which can work with **HioPOS**, the biometric reader.

This device identifies the users by reading their fingerprint, making it impossible for other users to clock-in and clock-out with a password. For this, you have to configure the biometric reader inside the section "***Configuration"***.

To modify these values once you have finished with the **HioPOS** configuration process, you can go to the ***"Users"*** section in the "***Configuration"***.

11. Prices and Items introduction

From this screen you can enter the sale items organized by families and you can also enter their prices and their taxes. If you have a barcode reader and you want to sell the items with barcodes faster, you can also enter them on this screen.

First you have to create the family by entering the description or by selecting a family from the gallery that **HioPOS** offers you.

Add to each family its items by entering the description, price and tax. The last column is the corresponding barcode you want the item to be associated with. To make the item a modifier, selected the box under ***Modif***. Remember that if you want an item with a custom price, you should leave the price blank and **HioPOS** will ask you the price every time you select it for a sale.

You can add more families and items. **HioPOS** will put at your disposal a predefined items gallery in case you want to add them. To access it, press on ***"Library"***.

To create or delete items and families once you have finished the configuration process, please access the section ***"Items"*** in the configuration.

If you require the use of kitchen printers or kitchen displays such as **HioScreen**, enter in the section Items in the "***Configuration"***.

12. Items Display

This screen shows you the families and the items as they will appear on the sale screen. By pressing and dragging, you can change the items and families order as well as changing the family of the items.

HioPOS will also allow you to associate images or colors to families and items.

You can modify them in the section ***"Items"*** from the configuration once you are using **HioPOS** after the configuration process.

13. Finishing the configuration process

You have finished the **HioPOS** configuration process. Remember that you can change any of the values that you have entered by accessing to the ***"Configuration"*** section.

14. Training Mode

Then **HioPOS** will show you two screens that will inform you in detail about the Training Mode working.

SALE

1. SELLERS SCREEN

To start working, select a seller by pressing on the image. If the user is protected with a password, you will have to use the numeric pad to enter it.

If you use the time control, the users should press ***Clock In*** and identify themselves with their password or with the fingerprint reader The same process should be done in the ***Clock Out***. That way the clock in and clock out of the employees will be registered.

To go back to the Sellers screen from any point of the program, press on the seller image which is located on the top right corner from the screen.

2. SALE SCREEN

2.1. SALE

Select the items that you want to sell by pressing on them in the area ❶. They will be added to the sale and you will be able to see them in the area ❷. The items are organized by families. To change the family press on the family to select in the area ❸.

Units. If you want to sell more than one unit for the same item, enter the quantity through the numeric pad ❹. Select then the item.

Price. If you want to fix the price before selecting it, enter the price and press on the currency symbol in the numeric pad ❹. Select then the item.

There are four more areas which are:

2.2. OPTIONS TOP AREA SCREEN

In the top part of the screen ❺ you will find different options.

Permanently:

Help. It will guide you to do any operation.

Close. It will bring you to the Sellers screen. If you have a sale in progress, when you identify yourself it will restore it.

Seller Image. Same functionality as the Close button.

If there is a sale:

Leave on hold: To assign a number or a name to the current sale and start a new sale. To restore a sale on hold, select it from the area ❻. To make a better search, press on the magnifying glass.

Subtotal: It prints a subtotal from the current sale.

Total: It brings you to the total screen (see it later) to finish the sale.

If there is no current sale:

Configuration: It gives access to modify the **HioPOS** configuration parameters, as well as the items, prices and other advanced configuration options.

Consult: You can access the sales, purchase and cash count history (see later).

Purchase: You can access the purchase functionality (see later).

Pos: By pressing this option you have access to cash-in and cash-out, to do cash counts and open the cash drawer.

Statistics: It gives access to **HioPOS** statistics that you can find later detailed.

2.3. SALES ON HOLD AREA

In this area ❻ are located all the sales on hold, independently of the seller that has put them on hold. To restore a sale on hold you just have to press on it. Press on the magnifying glass to search a sale from all the ones that are on hold.

If you have a current sale which is not on hold and you press on a sale on hold, **HioPOS** will offer the possibility to add these sales lines to the selected sale on hold.

2.4. TICKET LINES AREA

In this area ❷, all the selected items are located. By pressing on one or several lines, **HioPOS** offers you different options ❼ depending on the users permissions of the user that has been identified:

Apply discount: Allows you to enter a discount percentage for the selected lines.

Complementary: Changes the price to zero for all the selected items.

Change price: Allows you to set the unit price for all the selected lines.

Change units: HioPOS will request the units and will fix them for all the selected sale lines.

Delete: Deletes all the selected lines.

Credit: Duplicates selected lines but with negative units.

Course: In case you have configured kitchen printers or kitchen displays, **HioScreen**, it will appear the option ***Course***. From here you can assign or modify the ***Course*** of the selected line.

2.5. TICKET TOTAL AREA

In this area ❸ it shows the total of the sale. When pressing on it, the following options will appear:

Discount on the total: Allows to enter a discount percentage on the total of the sale.

Delete sale: Removes all sale lines and starts a new sale.

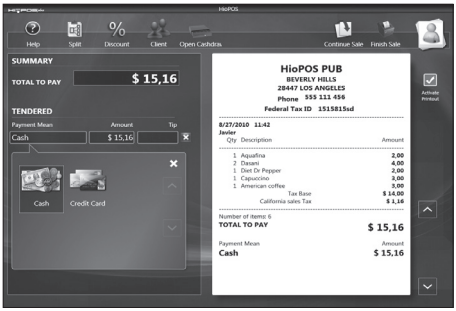
Split: Allows you to split the sale in several sales. You can see a detailed description of this working in the section TOTAL SCREEN.

2.6. KITCHEN COURSE AREA

In case you have configured kitchen printers or kitchen displays, **HioScreen**, it will display four buttons ❾ and you can assign the course order for each item.

3. TOTAL SCREEN

You can finish the sales from this screen. You can assign a client to the sale, register how the client has paid, whether the client gives tip, whether the sale has been split, whether a percentage or amount discount has been applied.



3.1. CLIENT ASSIGNATION

Press on ***Client*** and a template to enter the client data will be displayed. When you enter the client code, if it has been previously entered, **HioPOS** will show you the entered data. Press **ok** to assign the client to the sale. All the sales with assigned client should have a different numbering than the sales without client.

3.2. SPLIT

Press ***Split*** if you want to split the sale into different notes. **HioPOS** will ask you whether you want to split it into equal parts or indicate which items are incorporated in each sale. Then you can indicate in how many checks you want to divide the current sale into.

Once you have created the checks, you will see them on the screen. Selecting the lines you can move the items between the different checks. From this screen you can also finish the selected check by pressing ***Total***.

3.3. COLLECTION

Select the type of payment that the client is using to pay the sale. Then enter the amount tendered from the client.

If the amount is equal or bigger than the TOTAL TO PAY, **HioPOS** will recommend the change to return to the client. A part of this change can be to a tip.

If the entered amount is smaller than the TOTAL TO PAY, **HioPOS** will not allow you to finish the sale unless you specify another type of payment.

3.4. DISCOUNT

If you want to make a discount in the amount or percentage, you can press on ***% Discount*** and enter it with the keyboard. To finish, select whether you want to ***% Discount by percentage*** or ***$ Discount by amount***.

3.5. COLLECTION IN ANOTHER CURRENCY

To collect in another currency different from the main one, press on ***Currency*** and select the currency for the payment type of the client. This option will only be visible if **HioPOS** is configured with more than one currency. See the configuration section to see how to incorporate a new currency.

3.6. ACTIVATE PRINTOUT

You can choose to automatically print when finishing a sale or not. Press on the ***Activated Printout*** to finish without printing or press on ***Desactivated Printout*** to go back to the previous situation. Moreover you can check how the image ***Finish Sale*** changes if the printout is activated or not.

3.7. SALE ENDING

Press on ***Finish Sale*** to finish the sale. If the printout is activated, it will automatically print the ticket. You can distinguish if it is activated or not through the image or the image in the option ***Finish Sale***.

CONFIGURATION

In order to access to this section, select the option ***Configuration*** in the sale screen.

Here you can find the different steps of the starting configuration that you have been following in order to start using your **HioPOS** and you can access to them in order to make the modifications that you need.

Likewise you will see other sections that you have not seen in the initial configuration and a section with the links that **HioPOS** allows.

Series Change: In this section, you can modify the tickets, returns, purchases and invoices series.

Back Up: From here you can make your back up by just selecting the option and connecting a USB pen drive. You can find more detailed information in the last section of this user guide.

Sales Export: From here you can make the export of the sales in XML format to a USB pen drive.

Rates: From this section you can create new price list. These rates allow you to have different prices for the same product depending on the situation (terrace, bar, VIP…).

To create them, you can select the button New in the top left part of your screen, enter the description of the new rate and go to change prices.

Enter the prices that you want to apply in the new rate.

Dicount Reasons: Here you can create the discounts that you will be able to apply in your operations. This allows you to have different discounts and control their reasons and values.

Returns Reasons: From this section, you can create the return reasons that you need. That way, the users, should indicate the reason of the return.

Import items: From here you can import items to **HioPOS** from a USB pen drive.

Apart from these buttons in the lower part of the screen you will find the section ***Links***. From here you can configure **HioPOS** to work with the other products of the line, **HiOrder**, **HioScreen** and **HiOffice**.

Kitchen Printout: To configure the kitchen printout you should create the printer in the section Terminals and Devices. Select Kitchen printer and once you are in, select ***Create kitchen printer***. You have to enter the data that the system requests in order to properly create the printers.

Once the printers are created, go back to ***Items*** and in the top part of the screen, you can find the tab from where you could assign the kitchen printout of the items.

In case you have the kitchen displays, **HioScreen**, you could configure them in the section **HioScreen** under "***Configuration".***

Then in the section ***Items,*** choose the items that you want to display in **HioScreen**.

POS MOVEMENTS

1. CASH-IN

You can register all the cash-in not related to a sale. It is necessary to do the cash count at the end of the shift.

You can find this through the option ***Pos*** on the sale screen. Enter the observations and the tendered amount for each payment mean. For the cash payment mean, pressing ✚ you can enter the details in bills and coins.

To finish press on ***Save*** and it will be automatically printed.

2. CASH-OUT

You can register the POS cash-out. It is necessary to do the cash count at the end of the shift.

You can access through the option ***Pos*** on the sales screen. Enter the observations and the tendered amount for each payment mean. For the cash payment mean, pressing ✚ you can enter the details in bills and coins.

To finish press on ***Save*** and it will be automatically printed.

CASH COUNT

To make a cash count, press the option ***Cash count*** in the menu ***Pos*** of the sale screen. This menu is only visible if you do not have any current sales and the user has permissions to do cash counts.

If you want **HioPOS** to calculate the possible discrepancies in the cash count, you should enter the current amount in the cash drawer. You can specify the quantity for each payment mean. You can enter the total amounts or enter in detail by pressing ✚.

If you have received money in more than one currency you can select them from the screen.

Once you have entered the content of the cash drawer, press ***Finish*** and the report will appear on the screen and it will also be printed. In this cash count report, you can see the detail of all the sales and operations that have been done.

If you do not want to enter the content of the cash drawer you can also do the cash count but **HioPOS** will not calculate the possible discrepancies.

PURCHASE

To access this menu, press ***Purchase*** on the sale screen. This option is only visible if you do not have any current sales and the user has permission to do purchases.

This option will allow you to make the list of items to buy. **HioPOS** suggests you, for each item, to buy the quantity sold since the last time you have bought it. You can change the purchase units by pressing on ***Purchase*** and entering the quantity with the numeric keypad. Those selected items will be added to the list of items to buy. You can change the items family by selecting a new family. Once you have finished with all the items, press on ***Purchase*** and the list of items to buy will be printed.

For each item **HioPOS** will not propose to purchase an item until you buy it, at least once.

From this section you can define and control the stock of the items. For this you can define a initial stock for each item by pressing one the filed ***Stock*** and entering the units. The program will decrease and increase the stock according to the sales and the purchases. At any moment you can manually set the stock. In case you do not enter any Stock for one item, the stock will be showed negative as you are selling the item.

CONSULTS

Access this option by pressing ***Consult*** on the sale screen. This option is only available if you do not have any current sales and the user has permission to do consults.

1. SALES

In the Consult menu, select ***Sales***. On the left side you will see the sale list. This list can be filtered by date or select whether you want to see the ***Sales***, ***Credit Notes*** or ***Invoices*** (sales associated to a client).

On the right side you can see the detail of the sale selected from the list. This sale can be printed by pressing the button ***Print***, can be returned by pressing on ***Credit***, enter the tip by pressing on ***Tip***, or can be invoiced by pressing on **Invoice**. If you have selected this last option, **HioPOS** asks you to associate a client and generates the new invoice.

If the selected sale has been credited, you will see a label to indicate this. Also you can consult this credit note by pressing ***Credit***.

In the same way, if you are consulting a credit, you can consult the original sale by pressing ***Go Sale***.

2. PURCHASES

In the menu Consult, select ***Purchases***. In the left area you will see the purchase list. The list can be filtered by date.

In the right area you can see the purchase detail selected from the list. This purchase can be reprinted by pressing on ***Print***.

3. CASH COUNTS

In the Consult menu, select ***Cash count***. In the left area you will see the cash count list. The list can be filtered by date.

In the right area you can see the cash count detail selected from the list. This cash count can be reprinted pressing ***Print***.

STATISTIC

You can access to this option by pressing ***Statistics*** on the sale screen. This option can only be visible if you do not have any current sale and the user has permission to do statistic. The different statistics are sorted by tabs. The statistics are:

1. SALE

In the first tab you can find different statistics.

- **Week,** indicates the sales of one day (by default the ones of the current day) and it compares them with the average of the sales done during the same day of the week by indicating if the current sales are bigger or smaller.
- **Month,** shows the sales day by day within one month. You can browse through the different months using the arrows.
- **Year,** shows the sales month by month within one year. You can browse through the different years using the arrows.
- **History,** shows you all the sales year by year. You can browse through them using the arrows. In any of these statistics, the Graphics reflects ***Sales Number***, ***Sales Amount*** or ***Sale Average***. Selecting any of them **HioPOS** will show you the corresponding graphic. You can select whether you want to see the statistic with ***Taxes inclusive*** or without. You can also print the statistic by pressing ***Preview***.

Hours, shows you the sales distributed by hours and comparing them with the ones of the last 3 same days of the week. To select another day, press ***Filters***. You can select the statistic by ***Amount*** or by ***Sale Number***. You can also see them with ***Taxes inclusive*** or without.

2. SALES DETAIL

The statistic of the second tab can be detailed by ***Item***, by ***Family*** or by ***User***. You can select the period by pressing ***Today***, ***Week***, ***Month***, ***Year*** or specifying in detail through ***Filters***.

The statistic always shows the amount and the units, with the percentage over the total. You can select whether you want to sort by amount or by units. The accumulated will show the accumulated percentages of the amount or the units depending on how you have sorted it.

You can select whether you want to see them with ***Taxes inclusive*** or without. You can also print it by pressing ***Preview***.

3. PAYMENT MEAN

You can find it in the third tab. It shows the amount collected by payment mean. You can select the period by pressing ***Today***, ***Week***, ***Month***, ***Year*** or specifying in detail through ***Filters***.

Moreover you can consult the detail of the amount collected by any of the sellers by pressing ***By user***. You can increase the detail level for each line by pressing .

You can also print it by pressing ***Preview***.

4. AUDIT

You can consult the ***Returns,*** the ***Discounts,*** the ***Invitations,*** the ***Presence*** and the ***Reasons.*** You can select the period by pressing ***Today***, ***Week***, ***Month***, ***Year*** or specifying in detail through ***Filters***.

You can increase the detail level for each line by pressing .

You can select whether you want to see it with ***Taxes inclusive*** or without. You can also print it by pressing ***Preview***.

5. COMPARATIVE

Located on the fifth tab, you can compare your sales between two different periods. You can easily specify the periods to compare by pressing on them. It will compare the values of the Sales Number, Amount, and Sold items. It shows them in a numeric and in a graphic way. You can compare absolute values by pressing ***Totals*** or compare the ***Average per day***.

You can select whether you want to see it with ***Taxes inclusive*** or without. You can also print it by pressing ***Preview***.

6. TAXES

In this last tab you can calculate the detail of the taxes applied to the sales. You can select the period by pressing ***Today***, ***Week***, ***Month***, ***Year*** or specifying in detail through ***Filters***.

You can also print it by pressing ***Preview***.

7. TOTALS

You have a general summary of the sales previous to today and today sales.

Accesories

HioPOS allows the connection to accessories which are not included in the solution. These accessories are:

- **HiOffice:** Program for the centralized remote configuration and consolidated statistic of your **HioPOS**.
- **HiOrder:** Handheld terminal for taking orders and collecting payments in a Hospitality enviroment.
- **HioScreen:** Kitchen display System with touch technology for Hospitality.
- **Kitchen printers:** You can use up to 2 kitchen printers with your **HioPOS**.
- **Biometric Reader:** accessory to identify the users by reading their finger print.
- **Only weight scale:** It allows to work with items only through weight.
- **External Scale:** external device which issues barcodes from where **HioPOS** can interpret the information.
- **Barcode scanner:** It allows you to work with items with a barcode.
- **Cashdrawer.**

Backup

You are responsible of your data so you have the obligation to keep a correct backup policy of your data. **HioPOS** offers you the tools to do it.

Each time you close **HioPOS**, it will show you when the last backup has been done and will give you the option to do it at the same moment by pressing ***Make a backup now***.

Then **HioPOS** will ask you to connect with a USB pendrive. When you connect the device, **HioPOS** will automatically launch the backup and show you the results.

HIOPOS*plus*

For more information about the different functionalities of **HioPOS**,
you can consult the website: